

WILDER HILLS YOUTH DEVELOPMENT CENTER CQI PROGRAM STRUCTURE

FACILITY DESCRIPTION

Wilder Youth Development Center (WYDC) is located in Somerville, Tennessee, and is led by Superintendent Jane Hayes. The center can be reached at (901) 465-7359. The facility property is on roughly one hundred and seventy acres with well-maintained grounds, plenty of trees and two lakes outside of the fence within sight which add to the environment of the facility. The physical plant (outside of the fence) is made up of a maintenance building, administrative building and a medical clinic that is accessed through the fence. Within the fence are the remaining buildings which include: the security housing unit, warehouse, youth living units, school, commissary, chapel, counseling center, visitation area, eating hall and exercise areas which consist of a gym, softball fields, and basketball and volleyball courts.

WYDC is an all-male facility for youth from the ages of 13 – 18. The mission of the facility closely fits its positive purpose: “To provide recourses and opportunities in a safe environment for our youth to develop positive attitudes and behaviors that will enable them to maximize their potential”.

Wilder Youth Development Center is accredited by the American Correctional Association.

The Division of Juvenile Justice is responsible for overseeing the day-to-day operations of the facilities while providing treatment and rehabilitation to male youth committed to state custody by the juvenile courts.

All students participate in a classification and orientation program. Based on the results of this evaluation, an individualized program plan is developed for each child. Good behavior and progress toward goals is encouraged and rewarded with activities allowing increased levels of responsibility. The goal of the YDC system is building skills that allow each student to move to a less restrictive setting as soon as possible. Students are prepared for release through planning with staff.

WYDC operates an accredited on-site school and offers instruction in vocational programs, special education, test preparation, self-help, independent-living, and career counseling. Students can work toward and earn their high-school diploma or GED while housed at WYDC.

Wilder Youth Development Center also provides on-site mental health services, family therapy, a round-the-clock health clinic, recreation services and religious activities. Programs help students address complex issues and symptoms.

LEADERSHIP (SENIOR MANAGERS) CQI WORKGROUP

WYDC Senior Leadership meet weekly to discuss YDC issues, in order to communicate, track, monitor, and identify areas of growth and to discuss opportunities for areas of improvement. This weekly process gives senior leadership an opportunity to foster good communication between multiple departments on issues of shared interest or concern.

LEADERSHIP (DEPARTEMNT or DIVISION MANAGERS) CQI WORKGROUP

WYDC Department or Division Managers meet once monthly to discuss YDC issues, update changes, concerns and discussion in order to communicate, track, monitor, and identify areas of growth and to discuss opportunities for areas of improvement. The team consists of managers from Security, Treatment, Administration, Medical, Education, and Human Resources. This monthly process gives department or division leadership an opportunity to foster good communication between multiple departments on issues of shared interest or concern.

Continuous Quality Improvement Program Manual
Revised: 8/20/2013

Treatment Staff

The Treatment Staff Quality Circle is made up of Treatment Team Leaders and other Case Managers at the facility, including supervisory staff and the facility Treatment Manager. This team utilizes circle meetings to assess, plan and track any program issue that would affect the quality of service provision, whether the issue is directly related to a particular program or the implementation of a program. This meeting also affords the Treatment Manager the opportunity to disseminate information to case management staff from Department Head and Senior Management circles, to include facility wide and departmental issues.

Senior Security Shift Supervisors

This particular meeting employs only ranking officers, largely Sergeants and Lieutenants, at the facility and the Security Manager. Here, security supervisors participate in an exchange of information of which is passed from front line Children's Services Officer (CSO) staff to upper management and from upper management to these officers for dissemination amongst the ranks. The information shared here is driven almost solely by data that is collected within the facility on a daily basis and focuses on all aspects of quality within the facility as it relates to safety and security of both staff and students.

Security Shift Meeting

Security Shift Meetings are at the heart of the facility's Quality Circles. Within these meetings, information is passed from Senior Security and Shift Supervisors to the front line staff who provide day to day care for the youth in the care of the facility. Here, staff participate in training-like activities, reviewing Post Orders and honing the caregiving skills needed to ensure that quality of life issues are carried out to maximum potential and to precipitate desired behavioral outcomes amongst the youth served.

Education Staff

This circle encompasses Education Staff to include the principal, administrative school secretary, guidance counselor, classification manager, teachers and teacher's assistants. Although this Quality Circle is almost always facilitated by the principal, there are times when the meeting may be visited or co-facilitated by Central Office Education Staff. This group regularly teams with all departments within the facility and with the Department of Education in an effort to continuously provide quality educational services to the students at the facility while ensuring adherence to local, state and federal guidelines.

Medical Staff

Facilitated by the facility's Health Administrator, the Medical Circle behaves under Central Office direction and applies that knowledge and direction to improvement discussions within their circle that will affect quality of life for students within the facility. Here, Medical staff are also able to develop individualized plans of care for students having special requirements and have the opportunity to make referrals to the Senior Management and Department Head circles regarding these issues.

Fiscal Office, including warehouse, maintenance and food service

The Fiscal Circle is a faction of employees including the Administration Manager, Human Resources, the Facility Manager, Purchasing and Food Service Manager. This circle ensures that the facility is operating at its peak performance in order to meet basic quality of life care while remaining within budgetary constraints and adherence to federal, state and departmental policy, rules and statutes.

Wilder Youth Development Center CQI Schedule

CQI Workgroup	Regular Meeting Time	Facilitator	Scribe
Leadership/Senior Management	Tuesday, 2:00pm	Jane Hayes, WYDC Superintendent	Central Laird
Leadership/Department Head	3rd Thursday, 2:00PM	Jane Hayes, WYDC Superintendent	Central Laird
Treatment Staff	2 nd Thursday	Dinah Rivers	Varies
Education	2 nd Friday	Tireca Thompson, Principal	Debra Jackson
Medical	1st Wednesday	Freda Forsyth, Health Administrator	Varies
Fiscal	1 st Monday	Keith Waldron, Facility Manager	Beverly Robertson
Security (Senior)	2 nd Wednesday	Clarence Howell	Oneita McBride
Security (Shift)	Varies	Varies	Varies
Student Council	Monthly	Jane Hayes	Greg Jackson